

Message

From: Coombs Mike [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=COOMBSM]
Sent: 5/10/2000 6:28:15 PM
To: Austin Terry [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=AUSTINT]; Muchow Stephen [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=MUCHOWS]
CC: Oppenheim Tony [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=OPPENHEIMT]; Stares Mike [/O=ICL/OU=CE SLH06/CN=RECIPIENTS/CN=STARESM]; Bennett Martyn [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=BENNETTM]; Riddell Martin [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=RIDDELLM]; Burden Peter [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=BURDENP]; Westfield Paul [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=WESTFIELDP]; Jeram Peter [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=JERAMP]; Holt Lorraine C [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=HOLTLC]; Hemingway Phil M [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=HEMINGWAYP]; Stinchcombe James [/O=ICL/OU=UKNORTH MAN05/CN=RECIPIENTS/CN=STINCHCOMBEJ]; Jenkins Gareth GI [/O=ICL/OU=THE SOLUTION CENTRE/CN=RECIPIENTS/CN=GARETH.JENKINS]; Warwick Steve [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=WARWICKS]
Subject: RE: Current issue on CI4 EPOSS

Steve,

As a group we need to address your concerns. Can you please add these to the migration meeting you are calling for the week I return from leave.

Mike C

-----Original Message-----

From: Austin Terry
Sent: Wednesday, May 10, 2000 6:36 PM
To: Muchow Stephen; Coombs Mike
Cc: Oppenheim Tony; Stares Mike; Bennett Martyn; Riddell Martin; Burden Peter; Westfield Paul; Jeram Peter; Holt Lorraine C; Hemingway Phil M; Stinchcombe James; Jenkins Gareth GI; Warwick Steve
Subject: RE: Current issue on CI4 EPOSS

Steve, I share your concerns regarding counter performance and code regression. To that end we are focussing on those areas of functionality where we appear to be experiencing performance degradation and attempting to establish where the problem lies. I have been personally aware of these problems for several weeks and would not expect CS to authorise CI4 unless these issues were resolved. I have raised the issue of extra work during weekly balancing with Mike who will be discussing it with Dave Smith. This has been introduced by POCL to support LFS.

I cannot give you a 100% guarantee that code regression will not occur at CI4 because by its very nature it is not fully automated and never will be. However, our end to end processes are designed to reduce the possibility of this occurring to an absolute minimum and I have recently requested a reconciliation where it is possible to do so.

I also have no faith in PO backfill training but I'm not sure how I can help mitigate the risk. PO have an obligation to understand the implications on the counter of all the changes they have requested and ensure that the staff are informed and trained appropriately.

Rgds

Terry

-----Original Message-----

From: Muchow Stephen
Sent: 27 April 2000 19:15
To: Coombs Mike; Austin Terry
Cc: Oppenheim Tony; Stares Mike; Bennett Martyn; Riddell Martin; Burden Peter; Westfield Paul
Subject: FW: Current issue on CI4 EPOSS

Mike / Terry,

Please see below, report from Pat Lywood on CI4 implementation.

I am particularly concerned with the risks of degraded counter and cash account performance and of code regression between CI3 and CI4. Also, given the dependence on PO Backfill Training but without the benefit of experience of PONU's track record on this activity - there must be significantly increased risk that HSH performance against SLAs will be severely impaired.

Regards

Stephen

-----Original Message-----

From: Lywood Pat
Sent: Thursday, April 27, 2000 15:58
To: Muchow Stephen; Westfield Paul; Riddell Martin; Burden Peter; Hemingway Phil M
Cc: Peach Mik; Royle David S; Goodwin Peter; Dick Ann-Marie
Subject: Current issue on CI4 EPOSS

All,

The following details were supplied by Phil Hemmingway at a CI4 implementation meeting on 26th April. This email details of the current issues of which Phil is aware.

CI3 to CI4 outlet transition

The CI4 system may prevent transactions that CI3 would have allowed. Having migrated the datacentre to CI4 and while migrating the outlets to CI4 the system may send CI3 transactions to TIP which would not be allowed under CI4 rules.

TIP are aware of this and these transactions should not be rejected.

Incorrect Outlet transaction modes

The CI4 system may prevent transactions that CI3 would have allowed. This could result in a post master being unable to transact a product that he could transact the day before he was migrated to CI4.

This could result in a number of calls to the helpdesk and will not necessarily be noticed the day after migration.

I will be following this up with Dave Wilcox and Duncan MacDonald to see if any checks can be done prior to the upgrade to assess the potential size of the problem.

Paul Westfield and I will ensure this is included in the backfill training provided to the existing offices.

Balancing process overheads

After migration to CI4 a new process is introduced to the cash account process. Every office will be required to declare non-value stock. If the office fails to do this process he will not be able to balance or complete the cash account.

Paul Westfield and I will ensure this is included in the backfill training provided to the existing offices.

I will contact Phil Hemmingway to see if the system could prompt the user the first time a cash account is attempted on CI4 to remind him of the new requirement.

This could cause an increased workload at HSH.

Performance issue

The CI4 counter is currently perceived to be taking longer to 1) produce the cash account, 2) transact a product; 3) go from 'settle' to the return point. These are under investigation by development and James Stinchcombe. I believe they have a plan of investigation for each of these items.

This must be resolved by development in order for CS to authorise CI4 to live.

Risk of code regression

There may be fixes that have been produced and delivered into CI3 that have been missed from CI4.

I will take this up with Dave Royle and ask for assurance that all clone pinicls have been tested. I will supply a list of the pinicls that we have tested in CI3R release.

Riposte 223 usability

The session and transaction id formats change at CI4. The CI4 code will accept both formats but if referring to a CI3 transaction then the CI3 format MUST be used and if referring to a CI4 transaction then

a CI4 format MUST be used.

This will only impact the postmaster in the early life of CI4.

Paul Westfield and I will ensure this is included in the backfill training provided to the existing offices.

This could cause an increased workload at HSH.

I will keep you informed of progress on the above.

Phil - Please let me know if I have got some of the technical detail wrong or have misrepresented your presentation.

Regards

Pat